

Verification of Translation

I, Jeffrey J. Waldock, akad.Ü. (university trained translator),

c/o Quick Translation Vienna, Helmholtzgasse 10/4, A-1210
Vienna, Austria

declare as follows:

1. That I am well acquainted with both the English and German languages, and
2. That the attached document is a true and correct translation made by me to the best of my knowledge and belief of the text of the
International Patent Application PCT/AT02/00358 (amended version)

5 June 2004

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(Date)


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(Signature of Translator)

(No witness required)

A switching system with separate control connection to remote private branch exchanges

The invention relates to a switching system in telecommunications for switching incoming and/or outgoing calls with one or several PBX systems, comprising at least one input channel and at least one output channel connectable to a PBX.

Such switching systems, especially call centers, have long been known in the state of the art. Call centers are used in businesses, in banking and insurance, in support and many other fields where phone support, consultation or sales are possible. Call centers are the first point of contact for inquiries, information, orders, etc. for one or several firms. Call centers usually provide their services for several firms simultaneously. The call center accepts all callers of an information hotline. A large number of questions of the callers can already be answered by employees in the call center. In addition to the advantage that usually nearly all customer wishes can be fulfilled in the call center directly, call centers have serious disadvantages concerning the transfer of incoming calls to special contacts or employees of the company. A conversation, when transferred, will remain outside of the control of the call center. Moreover, it is only possible to transfer calls. The employees of the call center have no overview or control over which extensions are free or engaged. Generally, no functions of conventional PBX systems are available. The individual positions of the call centers (the call center positions) are not integrated in the firm or its PBX system; there is merely a voice connection via PSTN to this company.

These additional service features were accessible in the current state of the art only for call transfers within phone or PBX systems. Call transfers were made up until now within the company or the business and it was necessary to set up a special position for the transfers. The PBX attendant's position often defines the company's outside appearance and should therefore be manned by respectively well-trained staff. It is often difficult for companies to obtain respectively well-trained staff. Moreover, the call transfer service should always be available during the business hours, which is why holiday seasons regularly lead to problems. One solution to this problem with available staff has led to outsourced switching points. Until now, this was difficult to realize from a technical viewpoint. Although a call center can accept calls for a firm and put the call through to the desired subscriber, still result in the above disadvantages. In particular, further control over the call is no longer possible once it has been transferred. It is furthermore not possible to transfer a call to an engaged subscriber or to retrieve the call again.